

October 31, 2008

## NOTICE OF OPEN POSITION

The Association of Bay Area Governments is recruiting to develop a selection list for the position of Training Center Customer Service Representative, Job Number 08-26. Position will remain open until filled.

### **TRAINING CENTER CUSTOMER SERVICE REPRESENTATIVE (P1) ABAG TRAINING CENTER**

#### **POSITION SUMMARY**

The ABAG Training Center provides online safety training to a variety of workers in numerous industries worldwide. Students include chemical and environmental professionals, construction workers, truckers, technicians, military personnel, etc. Under the direction of the Director of Information Services, the Training Center Customer Service Representative serves as the primary point of contact for students, supervisors, other corporate representatives, and our team of instructors for all matters related to this training.

#### **DUTIES INCLUDE:**

- Assist students, supervisors, and corporate contacts with registration
- Explain and assist students with procedures for completing our courses (Course materials are presented online via the world wide web. Interaction will be by phone and email.)
- Explain and assist supervisors and corporate training officers with procedures for monitoring the progress and training histories of their employees
- Provide general customer and account support to individuals and companies using our training
- Maintain careful records of all enrollments and other transactions (Records are kept in a local database with a customized user interface.)
- Prepare detailed monthly reports of enrollments and other transactions
- Work along with other members of the Training Center team (database programmer, webmaster, and instructors) to improve the efficiency and overall quality of the training we provide
- Provide other administrative support

## **QUALIFICATIONS:**

- Excellent phone etiquette and ability to communicate effectively and pleasantly with a wide variety of people
- Proper use of grammar, spelling, and punctuation for composition of correspondence, reports, and other documents
- Accurate record keeping and an eye for detail
- Proficiency using web browsers and Microsoft Office applications in Windows
- Ability to work on multiple tasks in a busy environment, answer questions, and make decisions with minimal supervision
- Punctuality and reliability

## **EDUCATION AND EXPERIENCE**

Associate Degree and minimum of three years progressively responsible customer service and/or administrative support experience or any combination of education and experience sufficient to perform the essential duties of the job is qualifying.

## **COMPENSATION AND BENEFITS**

**Salary:** \$4,118 - \$4,942 per month

**Pension:** Employer Paid PERS 2.5% @ 55

**Deferred Compensation:** STARS 457 Retirement Plan (Voluntary)

**Health Plans:** Three HMO and two PPO Medical Plans, Dental Insurance, and VSP Vision. Out-of-pocket contribution may be required depending on selected coverage.

**Life Insurance:** ABAG Paid coverage equal to 2 times annual salary

**Other Benefits:** Public Transit Vouchers and pre-tax options for eligible health care and dependent care expenses

**Vacation, Sick Leave, Holidays:** Competitive leave package including 11 paid holidays and 3 floating holidays annually

## **APPLICATION AND SELECTION PROCESS**

Please submit a cover letter, resume, and employment application to:

ABAG H.R. 08-26  
P.O. Box 2050  
Oakland, CA 94604-2050

AN AGENCY APPLICATION IS REQUIRED AND MAY BE OBTAINED AT [www.abag.ca.gov/jobs.html](http://www.abag.ca.gov/jobs.html) OR BY SENDING A SELF-ADDRESSED, STAMPED ENVELOPE TO ABAG--H.R. 08-26, P.O. BOX 2050, OAKLAND, CA 94604-2050. FOR INFO CALL 510/464-8496. POSITION IS OPEN UNTIL FILLED AND MAY BE CLOSED AT ANY TIME. ABAG IS AN EQUAL OPPORTUNITY EMPLOYER. QUALIFIED DISABLED INDIVIDUALS ARE PROTECTED AGAINST DISCRIMINATION.